
Number: CSB-141117-1

Released: 17th November 2014

Modified:

Subject: FortiGate-100D 4th Generation Supported Code Versions

Product: FortiGate-100D

Description:

Fortinet has released a 4th generation of hardware of FG-100D. An incompatibility may exist between FG-100D 4th generation and some FortiOS software versions whereby the unit fails to boot-up.

FortiOS 4.3.x:

FG-100D 4th generation may fail to boot with any version of 4.3 except the latest 4.3.18 image dated November 14, 2014 (141114), which is available from the customer support image download site. Type "get system status" to check the date:

```
FG100D3G13827424 # get sys status

Version: Fortigate-100D v4.0,build0689,141114 (MR3 Patch 18)
Virus-DB: 1.00234(2013-08-13 12:19)
Extended DB: 1.00234(2013-08-13 12:14)
IPS-DB: 3.00295(2013-01-30 19:23)
FortiClient application signature package: 1.131(2014-11-14 19:18)
Serial-Number: FG100D3G13827424
BIOS version: 05000006
System Part-Number: P11510-04
Log hard disk: Available
Internal Switch mode: switch
Hostname: FG100D3G13827424
Operation Mode: NAT
Current virtual domain: root
```

```
Max number of virtual domains: 10
Virtual domains status: 1 in NAT mode, 0 in TP mode
Virtual domain configuration: disable
FIPS-CC mode: disable
Current HA mode: standalone
Distribution: International
Branch point: 689
Release Version Information: MR3 Patch 18
System time: Mon Nov 17 09:26:27 2014
```

FortiOS 5.0.x:

FG-100D 4th generation may fail to boot with software versions earlier than FortiOS 5.0.8.

Affected Products:

FG-100D 4th generation units can be identified by any of the following:

Part Number: P11510-04

Hardware ID: C4LL40-04AA-0000

Serial Number: FG100D3G14812216 and higher, plus the following list:

- FG100D3G14808002
- FG100D3G14808003
- FG100D3G14808005
- FG100D3G14808006
- FG100D3G14808007
- FG100D3G14808008
- FG100D3G14808009
- FG100D3G14808010
- FG100D3G14808011
- FG100D3G14808013
- FG100D3G14808014
- FG100D3G14808015

Resolution:

FortiOS 4.3.18 or FortiOS 5.0.8 or later software must be used with the FG-100D 4th generation devices.

Technical Support Contact Information: http://www.fortinet.com/support/contact_support.html

Fortinet technical support home page: <https://support.fortinet.com>

| [This document contains Fortinet confidential information.](#) All rights reserved. Fortinet®, FortiGate®, and FortiGuard®, are registered trademarks of Fortinet, Inc., and other Fortinet names herein may also be trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Statements contained herein were attained in internal lab tests under ideal conditions, and performance may vary; network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment [or admission](#) by Fortinet, and Fortinet disclaims all representations and warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with an express representation or warranty included therein. All Fortinet end-customers are bound by the terms of Fortinet's current End User License Agreement. The information in this Customer Support Bulletin is provided for remedial purposes and is designed to assist customers in corrective action that may be helpful to the customer.